



For Reservations and
General Information
Call (575) 541-2777

Dial-A-Ride

For **Seniors** and **Persons with Disabilities**.

How To Ride Guide

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Welcome to Roadrunner Vamonos service

Roadrunner Vamonos is an Americans with Disabilities Act (ADA) mandated demand response public transportation service for people unable to independently use the fixed route bus service throughout the Roadrunner Transit Fixed Route System. Roadrunner vehicles are wheelchair accessible and are operated by specially trained drivers. In order to use Roadrunner service, you must be certified as ADA eligible, or be a Senior over 60 years of age. Eligibility is determined on a case-by-case basis. For more information about the eligibility process, call (575) 541-2777.

How to Apply For Roadrunner Vamonos service

ADA Qualifying Applications for ADA certification are available at the Roadrunner Vamonos office, by calling (575) 541-2777 and on the City's website, roadrunner.las-cruces.org. Senior Citizens Please call (575) 541-2777 to register for Roadrunner usage. Roadrunner Office is located at 300 West Lohman.

Eligibility Criteria

1. Anyone unable to independently board, ride or exit from any accessible vehicle on the fixed-route system as the result of a physical or mental impairment.
2. Anyone with a disability who could use accessible fixed-route transportation, but accessible transportation is not available at the time and route needed.
3. Anyone with a specific disability that prevents the person from traveling to or from a bus stop. These general criteria are to be used by a doctor or designated representative of a qualified social service agency. In each case, careful evaluation of an applicant's limitations should be made in determining eligibility.

Roadrunner Vamonos reserves the right to refuse transportation to any wheelchair user who cannot ride in a fully upright position. Wheelchair lifts can accommodate a weight up to 600 pounds.

Reservations Line and Feedback

Reservations are accepted 7 days a week, Monday through Saturday, from 8:00 AM to 5:00 PM by calling 1-575-541-2777 or Relay New Mexico (Hearing Impaired): (800) 659-1779. Voice Calls 711 (Telecomm. Relay Svcs –TRS) On Sundays, the service does not operate. However, you can leave a voicemail for a next-day trip booking or cancellation, and one of our Dispatchers will schedule your trip and call you Monday morning to confirm your times. Unfortunately, Roadrunner Vamonos is not a same-day service, and same-day trip reservations are not accepted. All trips are required to be booked at least one day in advance. If your vehicle has not arrived by the scheduled pick-up time plus the on-time window, please call the same Reservations number you called to schedule your ride. Ask for an estimated arrival time (ETA) and the vehicle number assigned to your trip.

Roadrunner Vamonos does not operate on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Service Area

Service operates during the same hours and days as the Roadrunner Transit fixed route bus lines. For example, the fixed route buses operate Monday through Saturday, Roadrunner Vamonos will operate during the same time-frame.

Shared Ride Service

When planning your trip, please remember that Roadrunner Vamonos is shared-ride public transportation. You should expect that there may be other passenger pick-ups and drop-offs along the way.

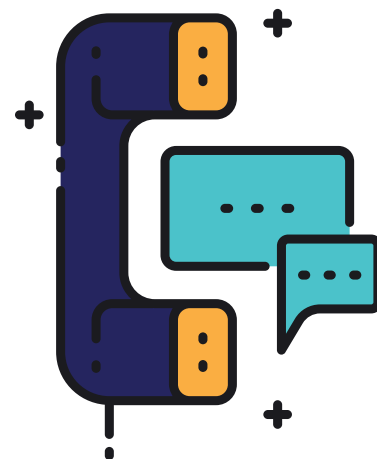
Subscription Service

If you have a recurring ride from the same pick-up address to the same drop-off address, you can request subscription service by contacting the reservation line. If your request is approved (please note that your subscription request may not be approved) you will be notified of a start date within ten (10) business days of your request. After your subscription start date, Roadrunner Vamonos will send a vehicle without you having to call in advance to schedule each ride.

Trip Scheduling and Negotiation of Times

To schedule a trip with Roadrunner Vamonos service, call the reservation center at 1-575-541-2777.

The Dispatcher may offer a pick-up time within one hour before or one hour after your requested pick up time (“Reservation Window”). If the Dispatcher cannot schedule a trip for you within the reservation window, it is considered a “Trip Denial” and you may report it to Customer Service even if you accept the trip time offered.



Example:

If you request a pick-up for 8:00 AM, you can be offered a trip between 7:00 AM and 9:00 AM

Return trips should be scheduled for the latest time you think you will be able to travel. Riders are required to schedule their trips at least 45 minutes apart from each other, which may flex based on the distance traveled. If you are ready earlier than your scheduled pick-up time, you may call to see if an earlier ride is available. If an earlier ride is not available, you will need to keep your original pick-up time.

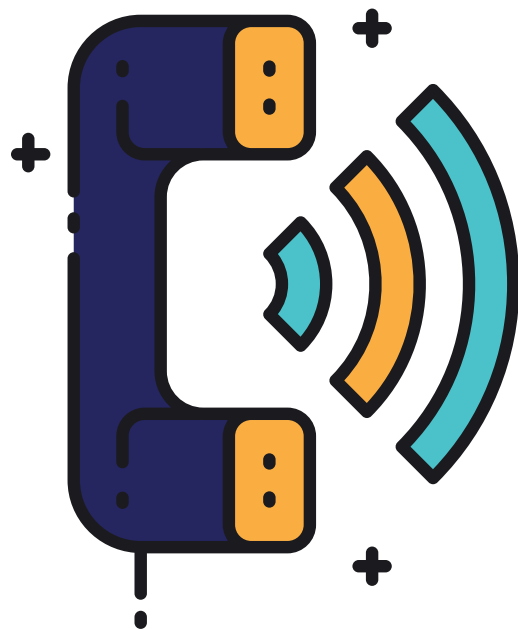
Example:

A rider goes to the doctor and does not know what time they will be finished, so they schedule their return trip for 4:00 PM. They are actually finished at the doctor and ready to go at 2:00PM. The rider may call to see if an earlier ride is available. If an earlier ride is not available, they will need to keep their 4:00 PM ride home. Trips cannot be scheduled to have a vehicle wait for you to drop something off or pick something up. You will need to schedule two separate trips. Drivers are not allowed to change drop off locations or make intermediate stops, including fast food drive through.

Changing or Canceling a Scheduled Pick-up

If you want to request a change for a trip you have already scheduled, please call the reservations number. Roadrunner Vamonos is not required to accommodate trip change requests on the day of the trip.

When you discover you cannot take a scheduled trip, call reservations line immediately and cancel the trip. When canceling a trip, please be prepared to give the Dispatcher your name, address and scheduled pick-up time.



EXCESSIVE CANCELLATIONS

Even when a scheduled trip is cancelled a day in advance or at least one (1) hour in advance of the established pick-up window, a pattern of excessive cancellations may often cause paratransit service to be unavailable at a time other passenger(s) may desire the service. In response to this situation, Roadrunner has implemented the following to address a pattern of excessive cancellations:

Excessive cancellations are defined as: passengers that cancel more than 50% of their scheduled trips within any thirty (30) day period.

Actions resulting from pattern or practice of excessive cancellations:

First Occurrence:

- Passengers will receive a written warning that they have cancelled more than 50% of their scheduled trips.

Second Occurrence within one year:

- Passengers will be suspended for five (5) consecutive operating days.

Third Occurrence within one year:

- Passengers will be suspended for seven (7) consecutive operating days.

Fourth Occurrence within one year:

- Passengers will be suspended for ten (10) consecutive operating days.

Fifth Occurrence within one year:

- Passengers will be suspended for fourteen (14) consecutive operating days

Individuals with excessive cancellations in violation of this policy will:

- Receive a written notice of the violations listing the trips scheduled, trips canceled and trips taken over the specific time period of the violation and the proposed sanction.

Trip Scheduling

When you call to schedule a Roadrunner Vamonos Service trip, please be prepared to provide the following information in the following order:

1. Last name, first name
2. Requested pick up time and date
3. Exact pick up address
4. Phone Number
5. Exact drop off address
6. Mobility device or service animal
7. Total number of additional passengers (PCAs or companions) traveling including any mobility device or service animal for the additional passengers.

IMPORTANT: When you make reservations, you must specifically request a return trip to get a return trip. Return trips are not automatically scheduled.

Rider No Shows

A rider No Show occurs when:

- You cancel a trip less than one hour before the scheduled pick-up time, or
- You do not show for a scheduled ride within 5 minutes of the driver arriving, as long as the driver arrived within your 30-minute pick-up window.

If the driver arrives after the 30 minute pick-up window, it is not considered a rider “No show,” regardless of if you are there or call to cancel the trip. If you are marked a no show twelve (12) or more times and the number of no shows are greater than 15% of your total trips scheduled over a floating 6 month period, your eligibility may be suspended. Written notice will be sent to riders when a no shows occurs.

Note: Riders also have the right to appeal or dispute all no show decisions. Please contact 1-575-541-2777

Where Does Roadrunner Service Stop?

The mode of Roadrunner Vamonos Service is curb-to-curb: however, passengers requiring a higher level of assistance from their origin to destination, due to an impairment related condition will need to contact Roadrunner Vamonos to identify a reasonable accommodation that can be provided to assist their transportation. Roadrunner Vamonos can refuse service to a specific location that cannot safely accommodate our vehicles, such as alleys and underground parking.

Generally, Roadrunner Vamonos will only enter publicly accessible areas where our largest vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely.

Roadrunner Vamonos will not enter private driveways or gated community/apartment buildings. For information on whether a specific location can be accommodated, call Roadrunner Vamonos for more information.

30-Minute On-Time Window

All Roadrunner Vamonos trips are scheduled with a 30-minute pick-up window. That means that a vehicle is considered “on-time” if it arrives at the pick-up location up to 15 minutes before, or 15 minutes past the scheduled time.

Example:

- *You have a pick-up scheduled for 11:00AM*
- *The vehicle is “on time” if it arrives between 10:45AM and 11:15AM. If the vehicle arrives after the pick-up window, it is considered late.*

How Long Will the Driver Wait For Me?

The driver will wait at the pick-up location for five minutes for you. You must be at the scheduled pick-up location at the scheduled start of your window, or you may miss your ride and be charged with a rider no show.

NOTE: If a driver arrives early they must wait until the scheduled pick up time, plus up to five minutes for you.

How Do I Board the Vehicle?

Drivers will offer you assistance as you board or exit the vehicle but cannot physically lift or pick you up. All vehicles are equipped with wheelchair lifts. You may board while standing on the lift and, if requested, the driver will ride on the lift with you to ensure your safety. When boarding the vehicle with a mobility device, it is a best practice to back your device onto the lift and then into the vehicle.

Securement on a Vehicle

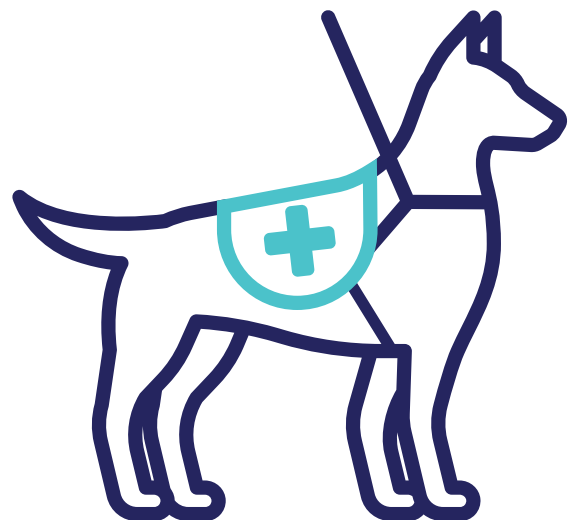
Roadrunner Vamonos service requires that you use a seat belt. If you need a seat belt extension, please ask for one. The driver will assist you if requested. Drivers may only position and secure riders using wheelchairs or mobility devices in a forward-facing position.

Wheelchairs and Mobility Devices

Roadrunner Vamonos will make every attempt to accommodate a rider's mobility device. The mobility device must safely fit onto the lift platform and the lift must be able to safely raise the mobility device and its occupant. Service can be refused if the mobility device and its occupant cannot safely utilize the lift to board the vehicle.

Service Animals

Roadrunner Transit will make every attempt to accommodate a rider's service animal. Please let the dispatcher know if you plan to travel with your service animal so the proper space is accounted for on board the vehicle. Comfort animals or pets must travel in a pet carrier and not occupy space which another rider may need.



Carry on Packages

Passengers must be able to carry all bags and parcels onto the bus in one load to their seat. Upon request, Roadrunner Vamonos drivers will assist with carry-on items between the bus and the curb only, limited to 25 pounds or less.

IMPORTANT! You cannot transport hazardous materials such as weapons, fuel, fireworks, corrosives, etc.

Lost and Found Policy

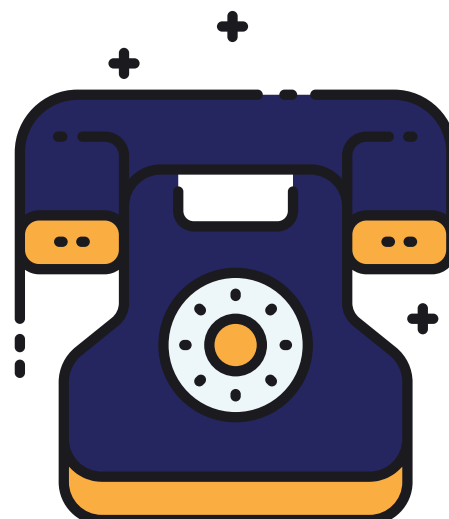
Roadrunner Vamonos is not responsible for lost or damaged items. If you leave an item on board a Roadrunner vehicle, call reservations and inform the reservationists. If the item is located, we will attempt to drop your item off at your address, or on your next scheduled ride with us. You can also come to the Roadrunner facility located at: 300 West Lohman.

Mailing Address: P.O. Box 20000 Las Cruces, NM 88004

Change of Information

Please notify our Roadrunner Vamonos Reservations Center at (575) 541-2777 if you have any of the following changes:

- Name
- Home address
- Mailing address
- Phone number
- Mobility device



Rules of Conduct

Roadrunner Vamonos service has a list of common sense rules to ensure the safety and comfort of all passengers and drivers. Violation of these Rules of Conduct may lead to a suspension of services:

- No abusive, threatening or obscene language or behavior, including sexual harassment toward riders, drivers, passengers, or other Roadrunner Vamonos Transit service employees
- Removing or refusing to wear a seat belt
- Rider must maintain acceptable standards of personal hygiene
- No eating, drinking or smoking on vehicles
- No riding under the influence of alcohol or illegal drugs
- No weapons, firearms, explosives, flammable material, or corrosive liquids on vehicles
- No operating or tampering with any Roadrunner Vamonos service equipment on board a vehicle
- No radios, cassette tape players, compact disc players or other sound generating equipment (except devices used for communication purposes) are to be played aboard the vehicles. Riders may use such equipment with headphones.

IMPORTANT! Any rider engaging in physical assault or other illegal behavior may be subject to immediate suspension, and possible criminal prosecution.

